

crm

Enhance productivity and market intelligence through OEC's CRM suite. **Manageable. Trackable. Organised.**

Intuitively designed to ensure that trade sales support teams **maximise their productivity**, whilst having access to all key information during all customer interactions.

OEC's CRM is tailored specifically to trade customer interactions and is accessible for all key stakeholders.

The CRM suite consists of 3 tools:



CRM Tablet Application



Telesales Web Application



CRM Activity Reporting

Please contact OEC for more information:

Visit: OEConnection.com

Call: +44 (0)844 247 3577

Email: eusales@oeconnection.com

Terms and conditions: Calls cost 2p per minute plus your phone company's access charge.

Powered by



CRM Tablet Application.

- Available on all tablet devices in multiple languages
- Secure – three step security function ensures that your data is only available for authorised personnel
- Access to all information relating to customer accounts and marketing campaigns to enhance customer visits
- Collect additional information relating to customer records to support opportunity analysis and tailored marketing campaigns

CRM Activity Reporting.

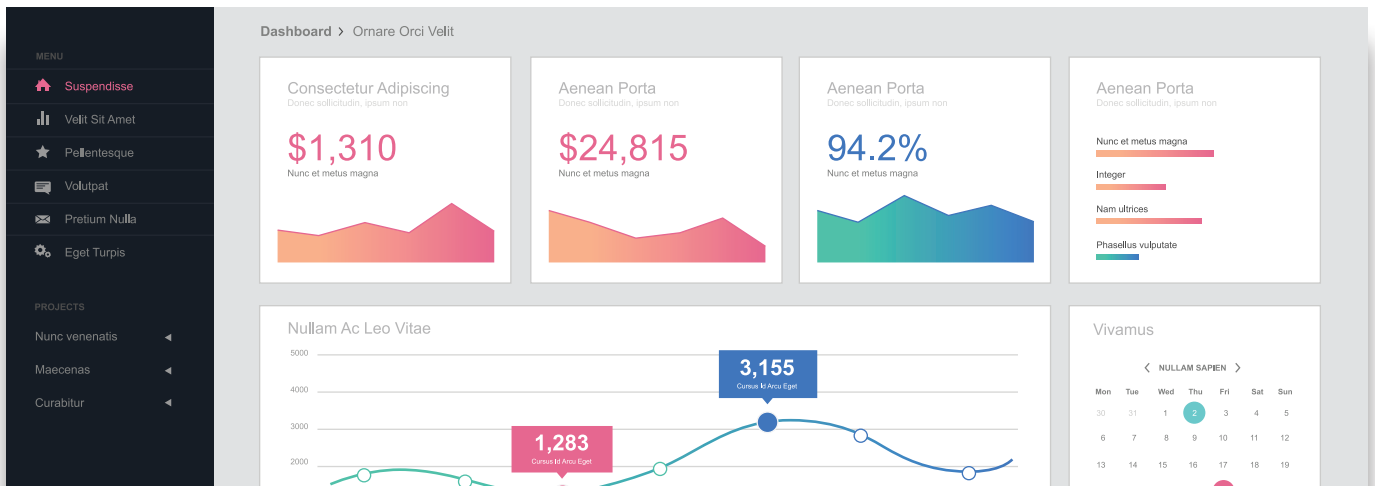
Dealer or NSC management can view all activity recorded:-

- How many visits have been conducted by sales representatives
- Where sales representatives have been through the Rep Tracking tool
- How many calls have been made and outcomes of these (including calls made by OEC telesales if part of the programme)
- And most importantly the value of **sales** made!

Telesales Web Application.

A call list and call screen containing all information allows telesales operatives to record all interactions for campaign tracking.

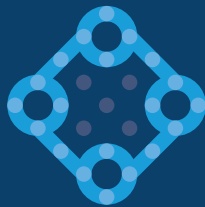
For illustrative purposes only



Product Benefits



**BUSINESS
INSIGHT**



**INCREASE CUSTOMER
TOUCHPOINTS**



**CUSTOMER
SATISFACTION**



**INCREASE
PROFITS**

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